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DEPARTMENT OF THE NAVY  
COMMANDER NAVAL AIR FORCE  
UNITED STATES PACIFIC FLEET  
BOX 357051  
SAN DIEGO, CALIFORNIA 92135-7051

COMNAVAIRPACINST 1770.1C  
N16

21 FEB 1997

COMNAVAIRPAC INSTRUCTION 1770.1C

Subj: HEADQUARTERS CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

Ref: (a) BUPERSINST 1770.3  
(b) MILPERSMAN  
(c) COMNAVMEDCOMINST 5360.1  
(d) COMNAVBASESANDIEGOINST 1770.5C  
(e) OPNAVINST 3100.6F  
(f) NAVPERS 15607  
(g) COMNAVAIRPACINST 1770.2A

Encl: (1) CACO Telephone Reference List  
(2) Confirmation of Casualty Letter

1. Purpose. To implement COMNAVAIRPAC Staff Casualty Assistance procedures. The CACP is applicable to Navy members and civilian employees for whom the Navy is responsible. This a complete revision and should be reviewed in its entirety.

2. Cancellation. COMNAVAIRPACINST 1770.1B

3. Background. Reference (a) provides step by step guidance for use in casualty situations. Much of the material in reference (a) is derived from lessons learned from previous casualty cases. When problems arise for which there may be no guidelines in the CACP manual, the Casualty Assistance Calls Officer (CACO) is to refer to references (b) through (f).

4. Discussion. The broad intent of the CACP is to assure the Navy member's Next of Kin (NOK) of the Navy's interest in their well-being; of concern in the case of members reported missing while the search for them is underway; of sympathy in their loss in the case of a death; and to help survivors adjust to the new conditions these tragic circumstances have imposed upon them. The ultimate sacrifice for any family is the loss of a relative in the service of our country. When tragedy strikes, the Navy must stand by the family and help them as much as possible. The CACO must provide assistance and support in a caring and humane manner throughout the difficult period of adjustment in the loss or injury of a loved one.

5. Responsibilities

a. CACP Coordinator. Code N16 will perform as the CACP Coordinator for COMNAVAIRPAC. The following responsibilities apply:

(1) Be the COMNAVAIRPAC point of contact for both the Force and Staff CACP's.

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(2) Coordinate CACO training for primary and alternate headquarters staff CACO's.

(3) Author and maintain directives including COMNAVAIRPACINST 1770.1C and COMNAVAIRPACINST 1770.2A.

(4) Provide CACP guidance for Staff Duty Officers.

(5) Ensure Staff CACO's are designated in writing.

(6) Serve as an alternate CACO for the staff and assist primary CACO's as required.

b. CACO's

(1) Code N42 will assign the Primary CACO for the headquarters staff, Code N3 will assign the secondary CACO and Code N1 will assign the alternate CACO for the staff.

(2) The CACO's mission is to personally inform and assist the NOK of Naval members who have been seriously injured or reported dead/missing. CACO duty commences at the time of the member's death or loss to the Naval Service and continues until the time the family has received all survivor benefits and CACO services are no longer required. CACO assistance and obligation to the Naval member's survivors supersedes all other assigned duties.

(3) CACO's will be assigned primarily to support families of deceased/injured COMNAVAIRPAC staff members. However, CACO assignments will also be made on a rotational basis to support family members of deployed units (aircraft carriers) in accordance with reference (g). Notification of these assignments will be made by the COMNAVBASE San Diego Duty Office.

c. Staff Duty Officer (SDO). When a casualty situation arises, the SDO will accomplish the following:

(1) Notify the Chief of Staff, the Flag Secretary, the primary CACO and the Force Chaplain. If the primary CACO cannot be reached, notify the secondary or alternate.

(2) If after normal working hours, send a Casualty Report per reference (b). (See item d. below.)

(3) Determine if an OPREP 3 message should be initiated, utilizing the criteria established in reference (e). Prepare and release as required.

(4) Contact the Staff Public Affairs Officer (PAO) if there is potential/apparent press interest.

(5) Notify The CACP Coordinator (N16).

d. Personnel Casualty Report. The SDO should initiate preparation of the Personnel Casualty Report if notification is received after normal working hours. The CACO will assume reporting responsibility as soon as possible following notification by the SDO.


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(1) As soon as possible after it has been determined a casualty (deceased/missing member) has occurred to a COMNAVAIRPAC Staff member, a personnel casualty report is to be submitted to the Chief of Naval Personnel per reference (b). The duty personnel in the Personnel Support Activity Detachment (PERSUPP DET), Naval Air Station, North Island, should be contacted to obtain the service record/pay information required for the report. While as much information possible concerning the casualty is desired, DO NOT delay the personnel casualty report awaiting additional administrative information; supplemental reports can be provided to augment the initial report.

(2) When initiating a casualty message to CHNAVPERS, the Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) program coordinator of the geographical area in which the NOK resides is listed as an action addressee and named under item KILO of the personnel casualty report. The coordinator for San Diego is Commander Naval Base, San Diego. Other geographic area coordinators are listed in enclosure (3) to reference (d). Pertinent telephone numbers are provided in enclosure (1).

e. In addition to the above required reports, the CACO will prepare for the Chief of Staff's signature, a personal letter of condolence to the primary NOK. An example is provided in enclosure (2).

6. Action. COMNAVAIRPAC Staff shall proceed per this instruction when a casualty occurs to a member of COMNAVAIRPAC Staff.

  
R. L. CASEY  
Chief of Staff

Distribution:

Staff Organization and Regulations Manual, Article 13101  
Full Internal  
Staff Duty Officer's CACO Notebook

Stocked:

COMNAVAIRPAC (N004)

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CACO Telephone Reference List

COMNAVBASE SAN DIEGO	(N13)	532-1512/1507 DSN (522)
Staff Duty Officer - After Hours		532-1828
COMNAVAIRPAC CHAPLAIN	(N01C)	545-2842
CHNAVPERs	(PERS-663)	703-614-2926/32 (DSN 224)
	After Hours	224-2768 (DSN) or 1-800-368-3202
CHNAVPERs	NOK LIAISON	1-800-368-3202
	GROUP	
NAVY RELIEF		545-7202
AMERICAN RED CROSS (MILITARY/SOCIAL SERVICES)		435-4285
FAMILY SERVICES		545-6071/6076

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Confirmation of Casualty Letter

27 January 1997

Dear Mr. Jones:

We are continuing to investigate the circumstances surrounding the automobile accident which took your son's life and severely injured your daughter-in-law. Lieutenant Commander Jim Smith, the Casualty Assistance Calls Officer, talked to the North Carolina Highway Patrol Investigating Officer on 26 January 1997, and was informed that the final results of the investigation are still pending.

The investigation has revealed that John and Alice came upon a previous accident; swerved to avoid the first accident and lost control on the icy street. Their car ended up in the opposing traffic lane and was struck by two additional vehicles. It appears that John died while en route to the hospital via ambulance.

I wish to convey my condolences on behalf of the United States Navy and those of John's friends and shipmates. Should you have any questions or require additional assistance, please feel free to call me at (619) 545-4390 at Naval Air Station, North Island or by collect telegram at Commander Naval Air Force, P.O. Box 357051, San Diego, California 92135-7051.

Sincerely,

R. L. CASEY  
Captain, U.S. Navy

Mr. John P. Jones  
717 Wisteria Dr.  
Fremont, California 94538

Enclosure (2)